

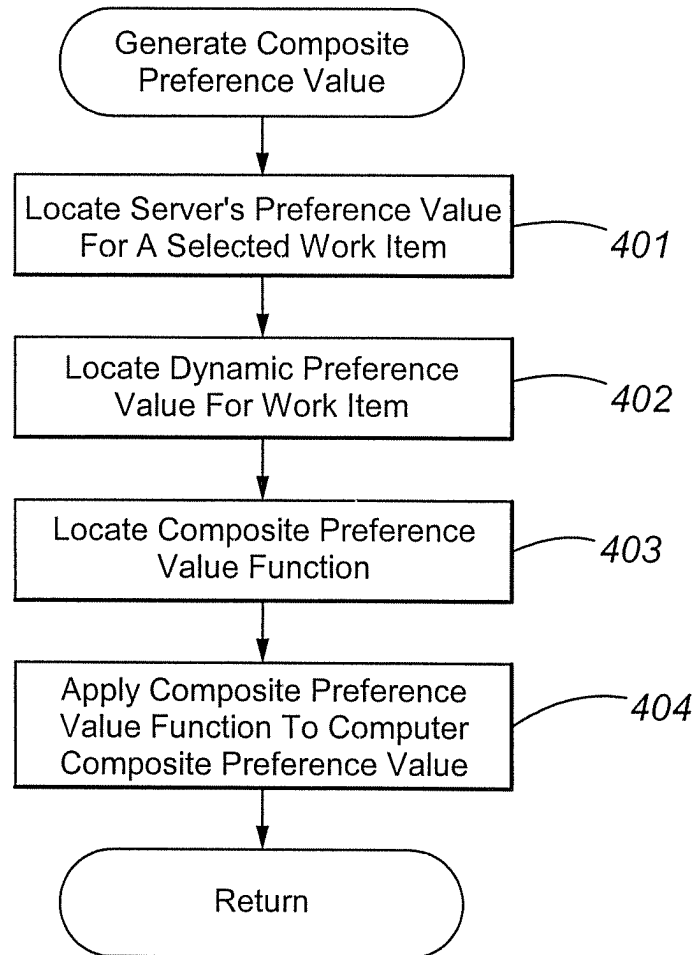
Fig. 1

Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type
100	Calls From Prospects	8	9
100	Claims Calls	4	3
101	Calls From Prospects	5	9
101	Claims Calls	6	7
101	Calls From Preferred Customers	0	0

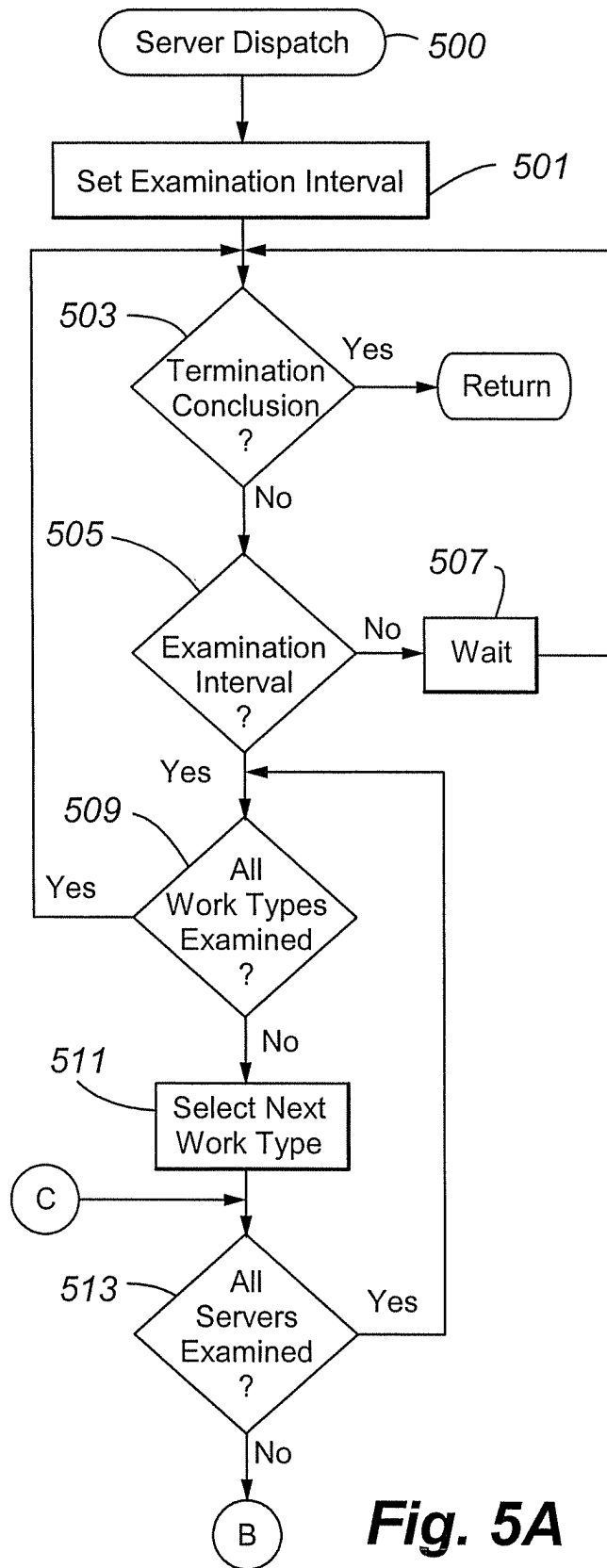
**Fig. 2**

Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Composite Preference For Work Type
100	Calls From Prospects	8	9	10
100	Claims Calls	4	3	8
101	Calls From Prospects	5	9	7
101	Claims Calls	6	7	10
101	Calls From Preferred Customers	0	0	0

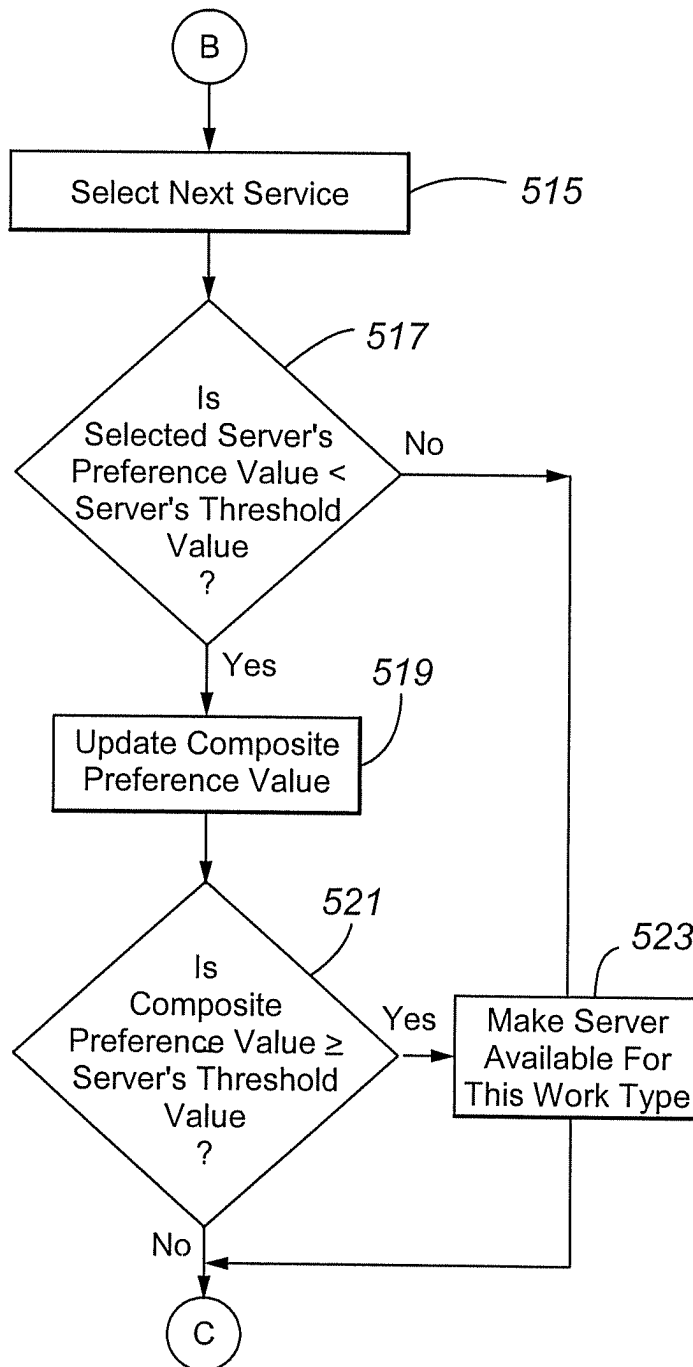
**Fig. 3**



**Fig. 4**



**Fig. 5A**



**Fig. 5B**

Fig. 6A

601		602
Work Type	Available Servers	
Calls From Prospects	603	42
Claims Calls	604	30
Calls From Preferred Customers	605	15

Fig. 6B

601		602
Work Type	Available Servers	
Calls From Prospects	603	48
Claims Calls	604	24
Calls From Preferred Customers	605	15

**Fig. 6C**

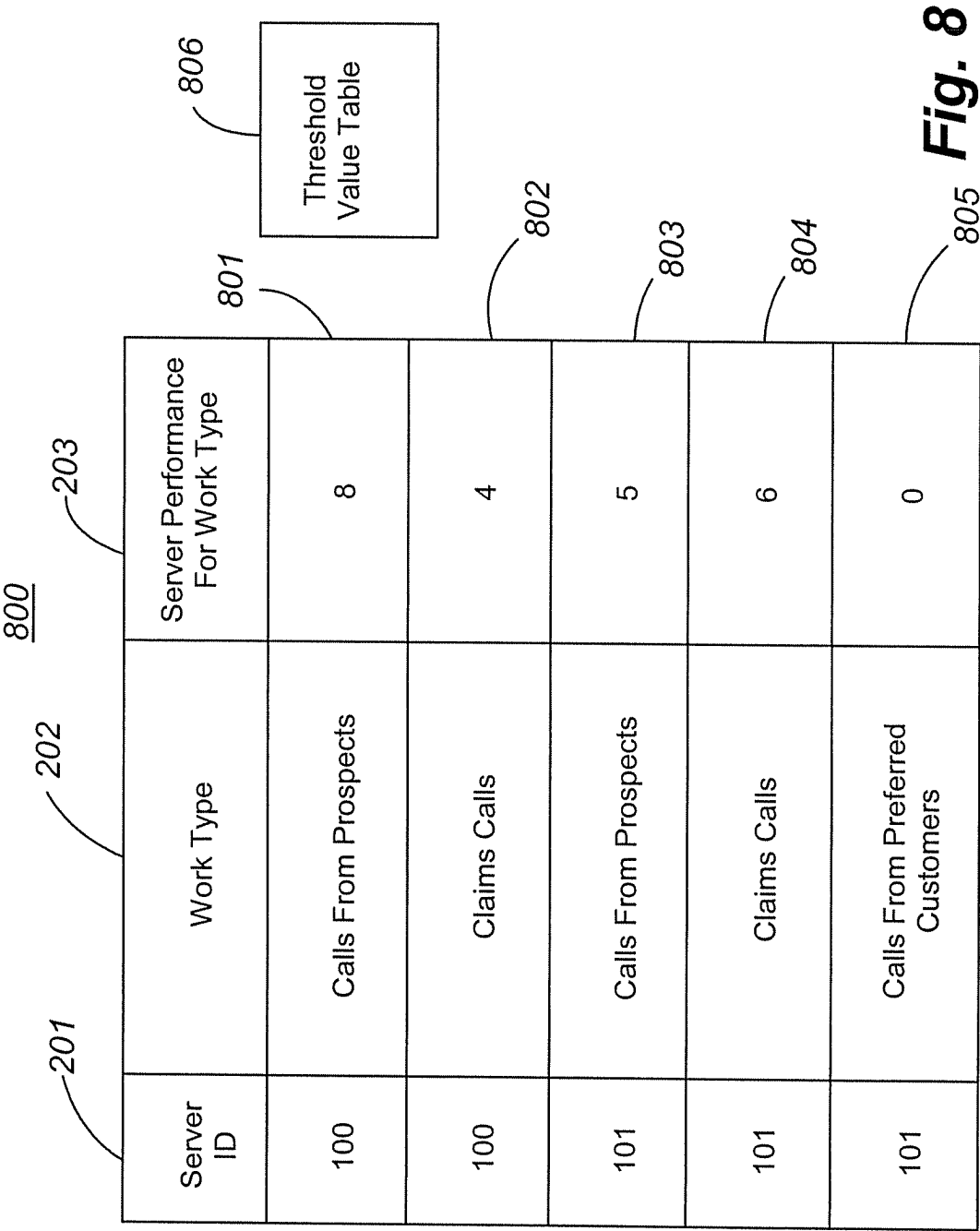
Work Type	Available Servers
Calls From Prospects	53
Claims Calls	24
Calls From Preferred Customers	10

**Fig. 6D**

Work Type	Available Servers
Calls From Prospects	50
Claims Calls	26
Calls From Preferred Customers	11

Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Dynamic Preference Value for Work Type	Composite Preference Value
100	Call From Prospects	8	9	2	10
100	Claims Calls	4	3	4	8
101	Calls From Prospects	5	9	2	7
101	Claims Calls	6	7	4	10
101	Calls From Preferred Customers	0	0	0	0

Fig. 7



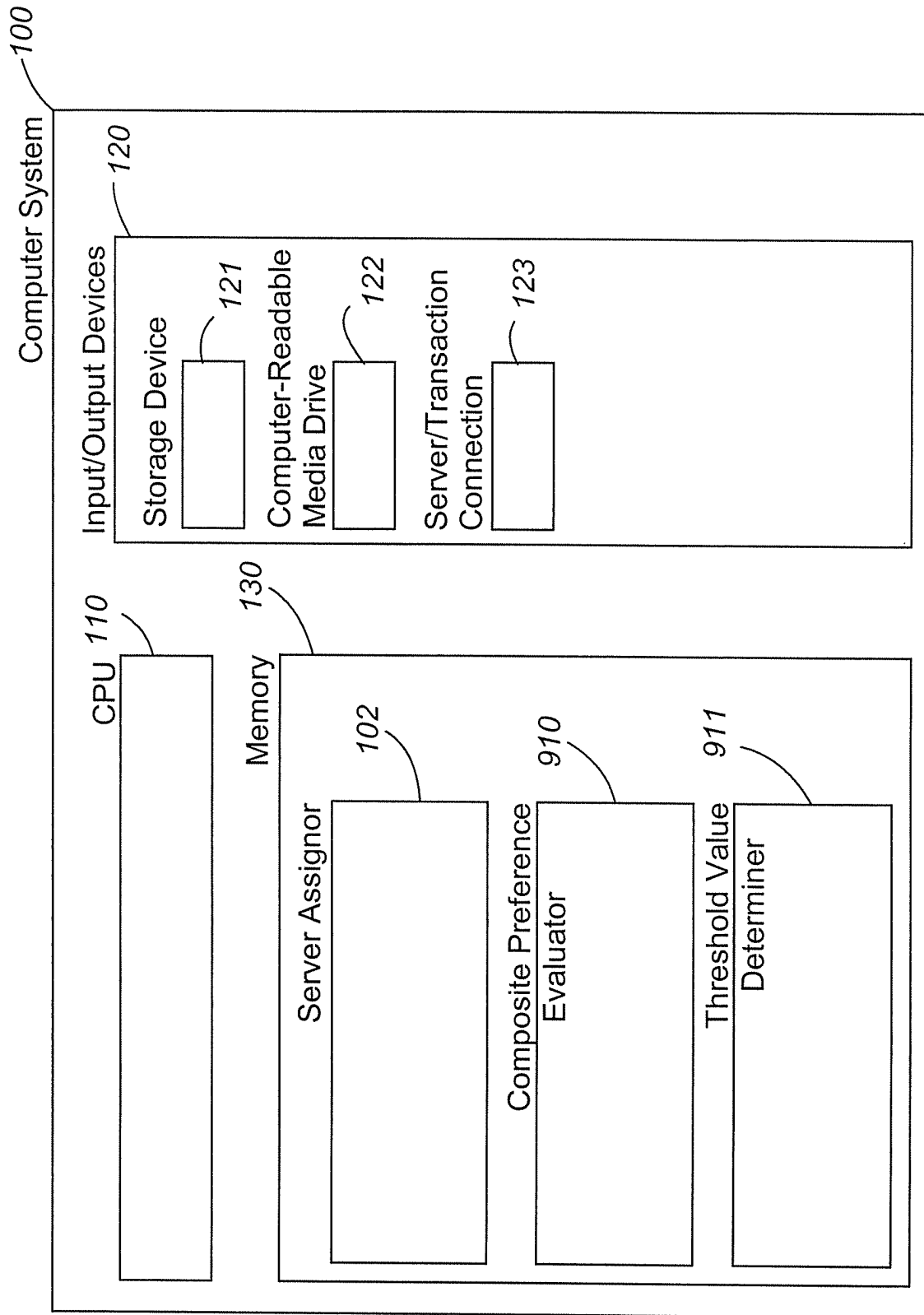
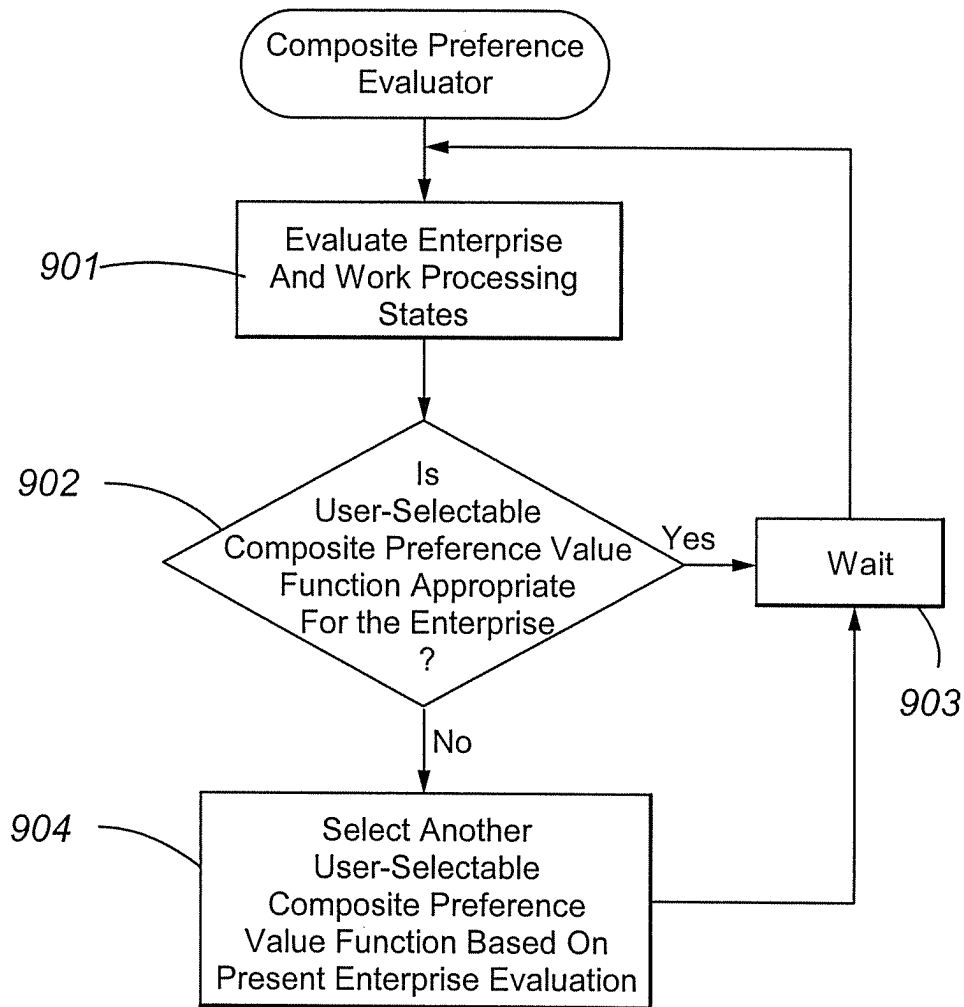


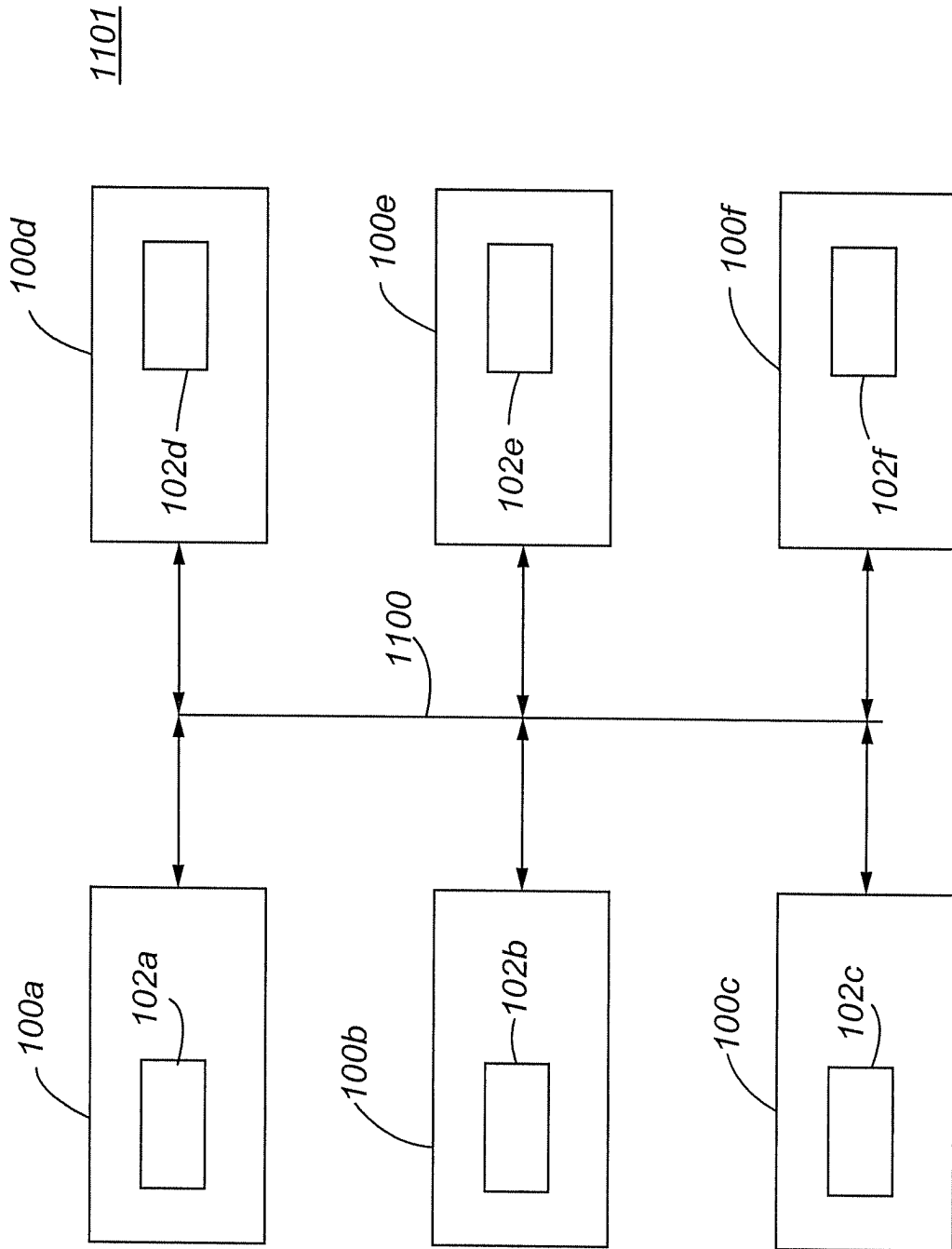
Fig. 9A



**Fig. 9B**

Agent ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Composite Preference For Work Type
100	Calls From Prospects In Western Region	8	9	10
100	Claims Calls From Western Region	4	3	8
100	Calls From Prospects In Central Region	5	9	7
100	Claims Calls From Central Region	6	7	10
100	Public Utility Mandated Calls	8	9	20

**Fig. 10**



**Fig. 11**